

FEDERAL AVIATION ADMINISTRATION

Most Frequently Asked Questions

ACCIDENTS

1. *Where can I obtain information about an aircraft accident?*

*National Transportation Safety Board
Public Inquiry Section, RE-51
490 L'Enfant Plaza East SW
Washington, DC 20594
(202) 314-6551
Internet site: <http://www.NTSB.GOV>*

AERONAUTICAL CHARTS

2. *Where can I order aeronautical charts?*

*NOAA Distribution Branch, N/CG33
National Ocean Service
6501 Lafayette Avenue
Riverdale, MD 20737-1199
General Information (301) 436-6990 or 1-800-638-8972
Subscriptions (301) 436-6829*

AIR CARRIER SAFETY

3. *How can I obtain information concerning the safety of an air carrier?*

FAA does not issue safety reports on individual air carriers. (See Question #32 For "RECORDS ON ACCIDENTS, ENFORCEMENT, MAINTENANCE, ETC.")

AIRCRAFT/AIRMEN CERTIFICATES

4. *Where do I report my change of address, replace a lost aircraft certificate or airman certificate?*

Aircraft Certificate

*Flight Standards Service
Aircraft Registration Branch, AFS-750
FAA, PO Box 25082
Oklahoma City, OK 73125 (405) 954-3131*

Airman Certificate

*Flight Standards Service
Airmen Certification Branch, AFS-760
FAA, PO Box 25082
Oklahoma, OK 73125 (405) 954-3205*

There is a \$2 processing fee for replacing lost certificates. Send check or money order made payable to Federal Aviation Administration.

AIRPORT FUNDING

5. *Where can I obtain information about airport funding, grants, etc.?*

In this directory, refer to the local airports organization (Airport Division/ ADO/AFO) for questions concerning a specific airport.

OR

For questions or national concern, contact:

Airport Financial Assistance Division, APP-500
(202) 267-3831*

AIRPORT INFORMATION

6. *Where can I obtain standards on airport runways, pavement, lights, and design?*

Airport Safety and Operations Division, AAS-300
(202) 267-3085
Internet site: <http://www.faa.gov/ARP/ARPHOME.htm>*

AIR TRAFFIC CONTROLLER CAREER INFORMATION

7. *How do I obtain information concerning a career as an air traffic controller?*

*Aviation Careers Division, AMH-300
Mike Monroney Aeronautical Center
PO Box 25082
Oklahoma, OK 73125
(405) 954-4657*

You may periodically check our Career Opportunities website at <http://jobs.faa.gov> or call our Faxback system at (405) 954-0250 for up-to-date information regarding job opportunities.

OR

Refer to the Human Resources Management Division of the FAA region where the individual wants to work.

AVIATION FORECAST STUDIES

8. Where can I obtain aviation forecast studies?

Statistics and Forecast Branch, APO-110*
(202) 267-3355
Internet site: http://api.hq.faa.gov/apo_home.htm

CONSUMER COMPLAINTS

9. Where can I obtain assistance with consumer problems in areas regulated by FAA?

For FAA monitored responsibilities such as carry-on baggage, child safety seats, or with user services provided by the FAA, including pilot examinations, physicals, aircraft certification or FAA facility operations, telephone toll-free:

FAA Consumer Hotline, AOA-20*
1-800-322-7873

EDUCATION-AVIATION & SPACE

10. Where can I get information about aviation and space education?

Free Federal Information Exchange (FEDIX)
(301) 258-0953 (Access line)
(800) 783-3349 (Access line Minority Institutions only)
(301) 975-0103 (Help line)-(toll call)
Internet site: <http://rams-fie.com>

OR

Aviation Education Functional Team, AHT-100*
(202) 267-3788

ENVIRONMENT

11. Where can I obtain information on environmental or aircraft noise studies?

Office of Environment and Energy, AEE-300*
(202) 267-8933

FAA HISTORY

12. Where can I obtain historical information about FAA?

Agency Historian, APA-30*
(202) 267-3478

GENERAL AVIATION

13. Where do I obtain information about general aviation such as test, FARs, ultralight aircraft registration, flight tests, A&P tests, or how to obtain a pilot's license?

Refer to the nearest Flight Standards District Office (FSDO).

HAZARDOUS MATERIALS, SHIPPING

14. Where do I obtain information about carrying or shipping hazardous materials by air?

*Dangerous Goods and Cargo Security Program Staff, ACO-800**

For Dangerous Goods - (202) 267-8434, 267-3207, or 267-8301

For Cargo Security - (202) 267-7609, 267-8451, or 267-9146

OR

Refer to the Dangerous Goods and Cargo Security Program Staff in each FAA Aviation Security Regional Office.

*Northwest Mountain Region
Civil Aviation Security Division
(425) 227-1242
(425) 227-2722*

INVENTIONS, PATENTS, UNSOLICITED PROPOSALS, AND "IDEAS"

15. What office do I contact for consideration of a patent, invention, or idea?

*Patent Counsel, C-15
Department of Transportation
Washington, DC 20590
(202) 366-9161*

16. What office do I contact for unsolicited proposals?

Procurement and Plan Branch, ASU-130
(202) 267-7527*

LOW-FLYING AIRCRAFT

17. What office do I contact information on how to report low-flying civilian aircraft?

Refer to the Flight Standards District Office (FSDO) nearest the location of the incident. If possible, provide the following information: Time, Place, Flight Characteristics, Altitude, and any identifying Characteristics.

18. What office do I contact to obtain information on how to report low-flying military aircraft?

Refer to the Regional Military Representative or contact the Regional Air Traffic Division.

*Northwest Mountain Region
Regional Military Representative
(425) 227-2947*

MEDICAL EXAMS

19. Where can I obtain the names, addresses, and telephone numbers of FAA-designated Aviation Medical Examiners in my area?

Refer to the Regional Flight Surgeon's Office.

*Northwest Mountain Region
Aviation Medical Division
(425) 227-2300*

MILITARY SPECIFICATIONS

20. Where can I find military specifications?

*Defense Automated Printing Service
Standardization Document Order Desk
Bldg. 4, Section D
700 Robbins Avenue
Philadelphia, PA 19111-5094
(215) 697-4107 or 0162 or 0158
Fax number: (215) 697-1462*

NEAR MID-AIR COLLISIONS

21. How should I respond to a complaint/inquiry about an alleged near mid-air collision?

Get as many facts as possible: date, time location, flight number, N number, etc. To report an incident, contact the Flight Standards District Office (FSDO) nearest the location of the incident or contact the Evaluation Branch of the Air Traffic Division in the appropriate region (where the incident occurred).

If the incident is reported within 15 days of the occurrence, the tapes can be retained. In any case, that branch can advise you of the proper procedures to follow.

NEWS RELEASES

22. How do I obtain FAA news releases?

Contact:

*Media and Internal Communications Division, APA-300
FAA Headquarters*
(202) 267-8521*

OR

FAA NEWS RELEASES on the internet site: <http://www.dot.gov>

OR

For Regions and Centers: News releases issued by Regional offices, the Technical Center, and the Aeronautical Center can be obtained by contacting their respective public affairs offices.

NOISE:

23. Where do I refer complaints about aircraft/airport noise?

In this directory, refer to Noise Specialist at the local airports organization (Airports Division/ADO/AFO) for questions concerning a specific airport.

OR

Refer to the Noise Specialist in the Airports Division of the appropriate region.

*Northwest Mountain Region
Air Traffic Division
(425) 227-2500*

PUBLICATIONS

24. Where can I obtain information for ordering FAA publications?

Please send written request for the Advisory Circular Checklist to:

*U.S. Department of Transportation
SVC-121.21
Washington, DC 20590*

25. Where can I obtain copies of "free" and/or "for sale" Advisory Circulars?

Free

Send a written request to:

U.S. Department of Transportation
Subsequent Distribution Office, SVC-121.23
Ardmore East Business Center
3341Q 75th Avenue
Landover, MD 20785
Fax number: (301) 386-5394

(They accept mail and FAX requests only.)

For Sale

Superintendent of Documents
PO Box 371954
Pittsburg, PA 15250-7954
(202) 512-1800 (Order Desk)

To determine if an Advisory Circular is free or for sale, you may obtain an Advisory Circular Checklist by writing to U.S. Department of transportation Subsequent Distribution Office (at the above address).

Also, the Advisory Circular Checklist and Part 150 Series, Airport Planning, are available on the Internet at:

Advisory Circular Checklist Internet site:
http://www.faa.gov/aba/html_policies/AC00_2.html

Part 150 Series, Airport Planning Internet site:
<http://www.faa.gov/ARP/ARPHONE.htm>

26. Where can I obtain copies of Airworthiness Directives?

Federal Aviation Administration
Airworthiness Programs Branch, AFS-610
PO Box 26460
Oklahoma City, OK 73125
(405) 954-4103
Fax (405) 954-4104

27. Where can I obtain copies of FAA handbooks/Orders?

Send a written request to:

U.S. Department of Transportation
Subsequent Distribution Office, SVC-121.23
Ardmore East Business Center
3341Q 75th Avenue
Landover, MD 20785
FAX (301) 386-5394

(They accept mail and FAX requests only.)

**Directives with a percent sign (%), @ symbol, or dollar signs (\$\$)
preceding the title is stocked and distributed at the following locations:**

(%) Aeronautical Center, Distribution Services,
AMI-700B (405) 954-3771

(@) FAA Technical Center, NAS Documentation Facility,
ACT-240 (609) 485-4398

(\$\$) Office of Aviation System Standards (AVN) in Oklahoma City

The Office of Business Information and Consultation (ABC) does not stock directives, however, ABC-100 maintains a set of current directives on microfiche for reference.

28. Where can I purchase Federal Aviation Regulations (FARs)?

Superintendent of Documents
PO Box 371954
Pittsburgh, PA 15250-7954
(202) 512-1800

29. Where do I order FAA technical reports?

Department of Commerce
National Technical Information Service
5285 Port Royal Road
Springfield, VA 22161
1-800-553-6847

If caller does not have the technical report's stock number, call the Title Identification Office at (703) 487-4780 between the hours of 8:30 a.m. to 5:00 p.m. Eastern time, Monday thru Friday.

30. Where can I obtain copies of Technical Standard Orders (TSOs)?

Aircraft Certification Service, AIR-120*
(202) 267-9578

RADIO TOWERS

31. Where do I obtain technical advice concerning proposed radio tower construction, radio tower warning lights and other data on airspace obstructions?

Refer to the System Management Office of the Air Traffic Service in Washington Headquarters, for the appropriate region.

Northwest Mountain Region
Air Traffic Division
(425) 227-2500

RECORDS ON ACCIDENTS, ENFORCEMENT, MAINTENANCE, ETC.

32. Where are FAA records kept on aircraft accidents, incidents, enforcement information, and maintenance difficulties?

*Flight Standards Service
Aviation Data Systems Branch, AFS-620
PO Box 25082
Oklahoma City, OK 73125
(405) 954-4173*

(All request MUST be in writing)

SECURITY

33. Where can I obtain information about airport/air carrier security?

*For airport security:
Domestic Operations Division,
ACO-200*
(202) 267-3091*

*For air carrier security:
Air Carrier Security Division,
ACO-500
(202) 267-3966*

SPACE TRANSPORTATION

34. Where can I obtain information on commercial space transportation?

*Commercial Space Transportation (AST),
(202) 267-8602
Internet site: <http://ast.faa.gov>*

SPECIFICATIONS AND STANDARDS, FAA

35. Where can I obtain FAA specifications and standards?

Aircraft certification

Certification Procedures Branch, AIR-110
(202) 267-9588*

Airport lighting/paving, etc.

Engineering & Specifications Division, AAS-200
(202) 267-3826*

OR

Internet site: <http://www.faa.gov/ARP/ARPHOME.htm>

STATISTICS

36. *Where can I find statistical information on:*

Accidents..... (202) 314-6551 <http://www.NTSB.GOV>
Air Traffic Activity..... (202) 267-9942 <http://www.apo.data.faa.gov>
Center (ARTCC) operations
Automated Flight Service Stations (AFSS)
Tower (ATCT) Operations
Airmen.....(202) 267-3352 http://api.hq.faa.gov/apo_home.htm
Airline passengers.....(202) 366-8513 <http://www.BTS.GOV>
Airport Activity.....(202) 366-8513 <http://www.BTS.GOV>
Airports (number of).....(202) 267-3352 http://api.hq.faa.gov/apo_home.htm
Employment.....(202) 267-7068
Forecast..... (202) 267-3355 http://api.hq.faa.gov/apo_home.htm
General Aviation Activity.....(202) 267-3352 http://api.hq.faa.gov/apo_home.htm
Hijackings.....(202) 267-3483
Registered Aircraft..... (202) 267-3352 http://api.hq.faa.gov/apo_home.htm

TELEPHONE DIRECTORIES

37. *Where can I obtain a copy of the FAA Organizational Directory or U.S. Department of Transportation Telephone Directory?*

Both directories are for sale to the public by writing or calling:

Superintendent of Documents
PO Box 371954
Pittsburgh, PA 15250-7954
(202) 512-1800 (Order Desk)

OR

Department of Transportation Telephone Directory
on Internet site: <http://www.dot.gov/general/directory>

** Complete mailing address:*

Federal Aviation Administration
800 Independence Avenue, SW
Washington, DC 20591

TWO FAA HOTLINES CAN SAVE YOU, AND THE
PUBLIC, TIME AND TROUBLE

FAA's CONSUMER HOTLINE (1-800-322-7873) is a nationwide, toll-free telephone service provided for consumers with questions about child restraint systems, carry-on baggage, or user services provided by the FAA. This includes pilot examinations, aircraft certification and facility turbulence, and assessment summary statement so foreign civil aviation authorities. As events in the aviation industry arise, the CONSUMER HOTLINE can provide recorded information to consumers. The CONSUMER HOTLINE staff monitors issues and identifies areas where further consumer education may be needed.

AND

FAA's SAFETY HOTLINE (1-800-255-1111) also provides nationwide, toll-free telephone service. It is intended primarily for those in the aviation industry having specific knowledge of alleged violations of the Federal Aviation Regulation. The identities of callers are held in confidence, protected from disclosure under the provisions of the Freedom of Information Act. Both hotlines operate from 8am to 4pm Eastern time, Monday through Friday, except holidays.